Help Promote Fair, Open and Effective Public Administration
Join the Office of The Ombudsman

Assistant Investigation Officer

Duties

(a) To carry out investigation into cases of suspected/possible maladministration including inquiries and site visits, scrutiny and analysis of information, preparation and announcement of investigation reports; and

(b) To serve as Duty Officer and perform frontline duties on a rotational basis including manning the enquiry counter, answering enquiries, taking telephone complaints and receiving complainants.

Entry Requirements

(a) A recognised university degree;

(b) At least two years' administrative, management or complaint handling experience, preferably in government departments or public organisations;

(c) A good command of spoken and written Chinese and English; and

(d) Good interpersonal, analytical and communication skills.

Shortlisted candidates will be required to take a written test.

Remuneration and Terms

A competitive remuneration package will be offered, which includes a basic salary around **HK$29,500** plus **HK$2,200** cash allowance per month at current levels, and various benefits like paid annual leave, medical & dental insurance, death & disability insurance, etc. The successful candidate will be appointed on three-year contract terms. Subject to satisfactory performance, a gratuity will be payable on completion of the three-year contract, which, when added to the employer's contribution to a Mandatory Provident Fund scheme, equals 15% of the total basic salary for the contract period. Depending on service need and staff performance, contract renewal will be offered.

Application

Application form is available on our website (http://www.ombudsman.hk). Please send your application (which should include a completed application form, a CV and a cover letter) by email to hr@ombudsman.hk not later than **23 June 2023.** Persons who have responded to our advertisement for the same post in February 2023 need not re-apply. Applicants who do not receive a reply within two months from the closing date should regard their applications as unsuccessful. For enquiries, please call 2629 0423.

General Notes

All applications will be treated in the ***strictest confidence****. Personal data provided will be used strictly for recruitment and employment-related purposes. Applicants may request access to and correction of personal data collected from them. Such requests should be sent to the Chief Manager at G.P.O. Box No. 3300, Hong Kong.*

The Ombudsman is an Equal Opportunities Employer.